



Carrier Customer Bulletin

Date of Bulletin: August 7, 2020
Notice #: CCBFTR01826A
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: Hurricane Isaias Impacts to Intervals in Connecticut & New York
Date Effective: Immediately

Hurricane Isaias produced heavy rains and winds that caused power outages across the Frontier service areas in Connecticut and New York. Power losses and storm damage to infrastructure are the most significant factors. Some customers may continue experiencing losses or disruptions of service due to a loss of power or due to storm damage to cables, remote cabinets, or localized equipment that serves their individual location. As a result, Frontier intervals will be impacted.

Access, Local and ISP customers operating in the Frontier services areas across Connecticut and the New York counties of Orange, Sullivan and Dutchess should expect to see longer Service Order intervals and delayed Firm Order Commitments. Expedites will not be honored in Connecticut and New York unless it is a Medical Emergency, a Hazardous Condition, or is Telecom Service Priority (TSP) related. Acceptable expedites will be worked on a case-by-case basis.

Frontier anticipates a higher than normal volume of trouble reports in the affected areas and would like to remind our customers to validate power and equipment prior to opening repair tickets. Carrier customers with access to the Trouble Administration (TA) module in VFO are encouraged to use VFO-TA whenever possible. Please visit our website for more information at: <https://wholesale.frontier.com/wholesale/trouble-administration>.

If you have questions regarding the information provided in this notice, please email carrier.notifications@ftr.com.

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